

Results-Based Accountability™ in the Fairfax County Human Services System

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What is Results-Based Accountability™ ?

Results-Based Accountability™ (RBA) is an approach of conducting decision making, strategic planning, and program management with a focus on customer end results. Key components of RBA include identifying the quality of life we want in our communities and the impact of our work on customers. RBA shifts conversations from what is currently being done (means) to what should be done in order for customers to be better off (ends). Through the RBA approach, organizations identify and measure “how much” work is done; “how well” work is completed; and whether customers are “better off” as a result of efforts. By starting with the ends or results that an organization wants to achieve, employees and stakeholders at all levels are able to contribute and share accountability for results.

Why Utilize the Results-Based Accountability™ Approach?

The Fairfax County Human Services system has adopted the Results-Based Accountability™ (RBA) approach to measure impact across the system, foster joint accountability, and collectively strengthen programs and services. The RBA approach will be used as an ongoing management tool to monitor performance at the program, agency and system level. The use of RBA will therefore help human services executives understand where greater efforts are needed to improve customer results.

How is it Being Launched?

Using RBA as a way to monitor performance, the Fairfax County human services system will work to improve customer results in six areas as well as the performance of system-level infrastructure:

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| ❖ Connected Individuals | ❖ Economic Self-Sufficiency | ❖ Healthy People |
| ❖ Positive Living for Older Adults and Individuals with Disabilities | ❖ Successful Children and Youth | ❖ Sustainable Housing |

Performance plans utilizing the RBA approach are currently being developed throughout the human services system at the program level. Performance measures from these plans will be compiled to monitor results at the system level in the six result areas.

A future product will be a human services report card which will provide clear data that measures the impact of work across the human services system on those we serve. The report card will be transparent, used to identify returns on investment, and will facilitate continuous improvement in the human services system. In addition, the report card and RBA approach will enhance communications about results to staff, managers and decision makers throughout Fairfax County as well as to community partners who contribute to achievements of the desired human services system results.